

ORIGINAL

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ARIZONA CORPORATION COMMISSION



0000176232

UTILITIES DIVISION
1200 West Washington Street
Phoenix, AZ 85007
TELEPHONE: (602) 542-4251

January 6, 2017

To: Docket Control

RE: Arizona Public Service - Customer Comments

Docket No. E-01345A-16-0123
E-01345A-16-0036

2017 JAN - 6 A 11:43
AZ CORP COM DIVISION
DOCKET CONTROL

Please docket the attached with 2 customer comments regarding the above file case.

Customer comments can be reviewed in E-Docket under the above docket number.

Arizona Corporation Commission

DOCKETED

JAN - 6 2017

Filed by: Utilities Division-Consumer Services

DOCKETED BY
A handwritten signature in black ink, appearing to be "SB", written over a horizontal line.

E-01345A-16-0036
E-01345A-16-0123

Arizona Corporation Commission Utilities Complaint Form

| | | |
|---|---------------------------------------|---|
| Investigator: Mary Mee | Phone: <<< REDACTED >>> | Opinion Date: 1/4/2017 |
| Opinion Number: 2017 - 136799 | | Priority: Respond within 5 business days |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/4/2017 11:02 AM | |

| | | |
|----------------------------------|--------------------------|------------------------------------|
| First Name: Pamela | Last Name: Carver | Account Name: Pamela Carver |
| Address: <<< REDACTED >>> | | |
| City: Prescott Valley | State: AZ | Zip Code: 86315 |

| | |
|--|---------------------------|
| Company: Arizona Public Service Company | Division: Electric |
|--|---------------------------|

Nature Of Opinion

Docket Number: E-01345A-16-0123

Docket Position: Against

Excess service charges, fees, and adjustments keep going up. Something is wrong with it when delivery is almost as much as the energy and don't see APS adding new lines. There are charges for having a charge, and I am taxed on all those fees. Taxes should only be charged on the electricity.

They do not need a rate increase and no more fees and adjustments. Actually, they need to get rid of some.

| Investigation | | | |
|---------------|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/4/2017 | Mary Mee | Telephone | Investigation |

Comments noted for the record and docketed. CLOSED.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 1/5/2017
Opinion Number: 2017 - 136821 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/5/2017 1:55 PM

First Name: Ann **Last Name:** Burke **Account Name:** Ann Burke
Address:
City: **State:** **Zip Code:**

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Totally opposed to Rate Increase. Consumers paying enough and APS should cut expenses instead of raising revenue such as a pay decrease for executives which is an example of one of many ways to cut expenses.

Energy prices are already high and during summer the price of air conditioning will be unaffordable for seniors, low income, fixed income and others.

Opposed to omission of any of the current plan types for on and off peak hours because it's going to cost consumers a lot more and put more money in the pockets of APS especially for the part of the day when air conditioning is needed the most.

| Investigation | | | |
|--|----------|---------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/5/2017 | Mary Mee | Telephone | Investigation |
| Comments noted for the record and docketed. CLOSED | | | |
